Industry Profiles

Business, Building and Other Support Services Industry

Revised: February 2008

Alberta
Employment, Immigration and Industry

Overview:

Business, Building and Other Support Services industry[1] includes two industry groups, Management and Administration. Management includes two types of companies: those that manage other companies and those that own all or part of other companies. Administrative and Other Support includes companies that provide office, business and facilities administration, such as:

- record keeping and document preparation services, collection services, and employment services;
- custodial services, pest control services, landscaping services, carpet and upholstery cleaning services, packaging and labelling services, waste collection, treatment, disposal and remediation services;
- investigation and security services, and convention and trade show services; and
- call centres, travel agencies and tour operators.

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[1] North American Industry Classification System (NAICS) major groups 55 and 56

Section A: Business Environment

1. 2006 Employment and Unemployment Numbers and Rates:

	Alberta	Business, Building and Other Support Services Industry
Number of employed	1,870,700	62,700
Percent employed in the industry		3.4%
Number of unemployed	66,800	3,300
Unemployment rate	3.4%	5.0%

For more information on employment numbers or for a historical comparison, go to the Labour Force Survey or Statistics Canada websites.

2. Industry Growth:

- The Business, Building and Other Support Services industry is expected to grow on average 2.3% annually from 2006 to 2011.
- Approximately 7,630 jobs will be created in the forecast period. Employment is expected to increase to 70,297 by 2011.
- This industry is expected to provide 3.2% of all new jobs in Alberta between 2006 and 2011.

For more information, see the Alberta Modified Canadian Occupational Projection System Outlook (2006-2011) online and the Alberta Learning Information Service (ALIS) website's industry descriptions.

Outlook

According to *Alberta's Occupational Demand and Supply Outlook (2006-2016)*, Administrative support clerks should experience a supply surplus between 2006 and 2013. Human resources and business service professionals should expect to see a supply surplus every year between 2006 and 2016. Managers in protective services are expected to have a supply shortage between 2010 and 2016.

Some call centers have turned to alternative approaches to serve its customers. A few restaurants, traditionally using call centers to record orders, have implemented online ordering. Strategies like this should alleviate some issues of labour shortage in the Business, Building, and Other Support Services industry.

Technology continues to affect those in the travel industry, such as travel agents and tour operators. The Internet's rise in popularity has altered how agencies provide services. Initially, Internet use by travel agencies was to provide information to prospective consumers. Now, websites are giving consumers more control over their own travel arrangements. Internet-savvy consumers can plan, book and pay for travel online, without the aid of an agency. As Internet use grows, the number of independent travellers may increase.

3. Company Size

Establishment Size	Alberta Businesses		Business, Building and Other Support Services	
	Number of Employees	%	Number of Employees	%
Less than 20 employees	525,000	34.1%	20,600	45.6%
20 to 99 employees	543,600	35.3%	13,600	30.1%
100 to 500 employees	292,400	19.0%	7,500	16.6%
Over 500 employees	178,900	11.6%	3,500	7.7%

Data Source: Labour Force Historical Review 2006, Statistics Canada

Section B: Human Resources Profile

1. Occupational Information:

Some examples of occupations in the Business, Building and Other Support Services industry include:

- call centre agent;
- human resources professional;
- locksmith;
- travel consultant; and
- refuse collector.

For a complete listing of all occupations related to this industry as well as detailed information on education and skill requirements, visit the Alberta Occupational Profiles website.

2. Demographics: Age and Gender

According to the Labour Force Survey, the gender break-down in the Business, Building and Other Support Services industry is as follows:

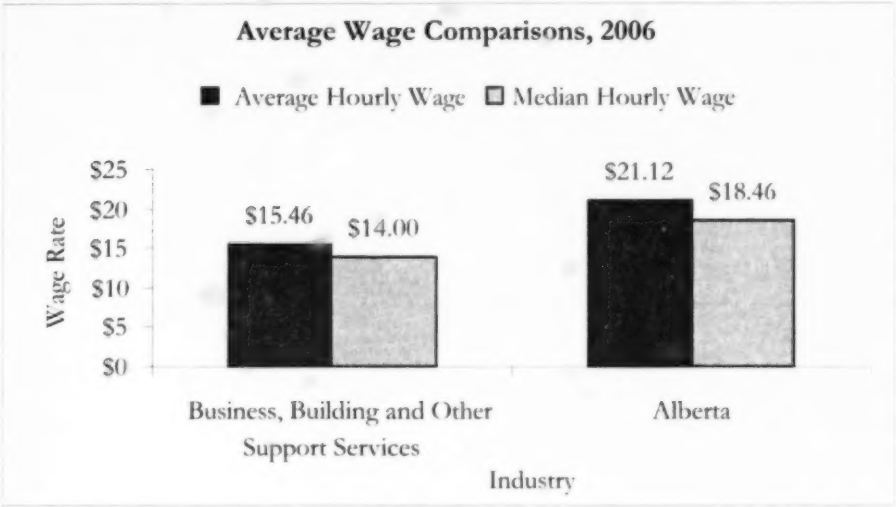
- women employed: 30,900 people, or 49.3%
- men employed: 31,800 people, or 50.7%

In comparison, women accounted for 45.3% and men made up 54.7% of the total employed in Alberta.

Age Characteristics	Alberta Employees		Business, Building and Other Support Services Industry Employees	
	Number	%	Number	%
15-24 years	329,600	17.6%	13,100	20.9%
25-54 years	1,286,500	68.8%	40,500	64.6%
55 years and over	254,600	13.6%	9,100	14.5%

Data Source: Labour Force Historical Review 2006, Statistics Canada

3. Wages:



Data Source: Labour Force Historical Review 2006, Statistics Canada

Wage and Salary Information for Selected Occupations

Occupation	Average Hourly Wage			Annual Average Salary
	Starting	After 3 years	Top	
Senior managers - financial, communications and other business services	$ 33.19	N/A	N/A	$ 75,150
Financial auditors and accountants	N/A	$ 20.40	N/A	$ 44,088
Janitors, caretakers and building superintendents	$ 8.01	$ 9.14	$ 16.65	$ 17,808

Data Source: 2005 Alberta Wage and Salary Survey
Note: N/A is reported in instances of insufficient response.

For more information on wages, refer to WAGEinfo. For job descriptions, duties, required skills and education requirements for specific occupations in the Business, Building and Other Support Services industry, visit the ALIS website.

Section C: Additional Information

1. Links to Selected Industry Associations:

- Canadian Security Association
- Association of Canadian Travel Agencies
- Edmonton Waste Management Centre

2. Link to Government Library Database:

http://www.servicelink.gov.ab.ca/libraries/workplace/